

**Quality Assurance Surveillance Plan  
for  
DLA Information Operations at New Cumberland, PA located at  
Norfolk, VA IT Support Services**

**1.0. Purpose**

**1.0.1.** This Quality Assurance Surveillance Plan (QASP) is a Government developed document used to evaluate Contractor actions while implementing the Performance Work Statement (PWS) included in this contract, and in subsequent task orders issued there under. The QASP is designed to provide an effective surveillance method for monitoring and evaluating the Contractor's performance for each of the performance objectives, to ensure that the Contractor performs in accordance with the performance metrics set forth herein, and to ensure that the Government receives the acceptable performance levels of services.

**1.0.2.** The Contracting Officer's Representative (COR) performs surveillance activities under direction of the DLA Information Operations at New Cumberland Director. The QASP will also afford the Contracting Officer (KO) and the COR a productive mechanism to preclude major deficiencies in Contractor performance, provide input for the annual Contractor performance evaluations, and make the determination of exercising contract options and that the Government only pays for acceptable level of services received. The Contractor, and not the Government, shall be responsible for management and quality control actions to meet the terms of the contract. The role of the Government is to carry out quality assurance surveillance actions to ensure contract standards are achieved. This QASP may be revised periodically as determined by the COR and KO. The Contractor shall be provided a 30-day notice of the revision.

**2.0. Performance objectives for the Contractor**

**2.0.1.** The Contractor shall perform IT support services with oversight and approval of the COR. These services include all functions associated with generally accepted IT functions, services, and information and equipment accountability requirements. Specific tasks are detailed in the PWS.

**2.0.2.** Contractor shall ensure that adequate staffing levels are provided to meet the Acceptable Performance Levels (APL's) detailed in this QASP. The Government will evaluate the Contractor monthly to ensure performance meets or exceeds the APL's listed below. Penalty deductions may be used to reduce the monthly fixed price invoice when APL's are not met.

**3.0. Metrics / penalties**

**3.0.1.** Performance levels will be monitored and measured monthly, and compared against the APL's by the COR. If a performance objective APL is not met, the payment due to the Contractor may be reduced by the penalty listed in the APL. While it may be possible for penalty percentages to add to more than 10%, the maximum discount will be 10%.

**3.0.2.** Actual use and application of monetary penalties may be waived upon recommendation by the COR and final determination by the KO that such penalties are not necessary or are not appropriate based on the circumstances associated with creating the penalty.

#### **Acceptable Performance Levels:**

### **4.0. IT SUPPORT**

**4.1.0. Performance Objective:** Provide technical staffing to support DLA Information Operations at New Cumberland, PA located at Norfolk, VA system requirements, to include End-User support and Network Administration support.

**4.1.1. Measure 1:** Provide timely End-User and Network Administration support to DLA customers located at Norfolk. Incident calls are answered quickly and responded to in a timely, courteous and professional manner. Contractor ensures that customer's response time expectations are met or exceeded, and that the number of second requests for service by customers is minimal.

**4.1.1.1. Surveillance:** The COR will perform periodic inspections to assure requests are acknowledged in a timely manner. This may include gathering information from customers or survey data to determine if service requests received action within the designated time period.

**4.1.1.2. Acceptable Performance Level:** Contractor shall respond to service requests, by e-mail, phone call or customer visit as appropriate, within one (1) hour for priority one (1) (critical/immediate) problems; three (3) hours for priority two (2) (high) problems; 24 hours for priority three (3) (medium) problems; and 72 hours for priority four (4) (low) problems. At least 95% of incident calls received during the hours of operation stated in the PWS section 2.2.4 are responded to within the above time limits.

**4.1.1.3. Penalty:** 2%

**4.2.0. Performance Objective:** Timely completion of assigned projects and tasks.

**4.2.1. Measure 1:** Assigned projects and tasks are completed accurately and within the time frame allotted.

**4.2.1.1. Surveillance:** The COR will perform periodic inspections to determine whether assigned projects and tasks are completed within specified time limits.

**4.2.1.2. Acceptable performance level:** At least 90% of assigned projects / tasks are completed and returned to the COR by the negotiated timeframe based on the complexity of the project/task. Contractor personnel shall notify the COR of any anticipated delays, and shall notify the COR of task completion within 24 hours. Documentation shall be completed within five (5) working days of completion of the respective phase. A weekly report shall be provided which provides a summary of work completed and any issues that could not be resolved or suspense that was not met and an explanation for the delay. All documentation shall be accurate and complete.

**4.2.1.3. Penalty:** 2%

**4.2.2. Measure 2:** Documentation / Reports are submitted timely and with minimal errors.

**4.2.2.1. Surveillance:** The COR will perform periodic inspections to determine whether documentation / reports are submitted within specified time limits and whether quality of documentation / reports is acceptable.

**4.2.2.2. Acceptable performance level:** At least 98% of Documentation / Reports are to be submitted within 5 working days of completion of the respective project / task. All documentation shall be accurate and complete.

**4.2.2.3. Penalty:** 1%

**4.3.0. Performance Objective:** Timely closeout of incident tickets.

**4.3.1. Measure 1:** All trouble calls shall be tracked through issue resolution and closeout using the designated Incident Ticket Tracking System.

**4.3.1.1. Surveillance:** The COR will run weekly reports from the designated Incident Ticket Tracking System application to verify proper ticket closeout procedures are followed.

**4.3.1.2. Acceptable performance level:** 98% of incident tickets shall be closed within 1 hour of issue resolution.

**4.3.1.3. Penalty:** 2%

**4.4.0. Performance Objective:** Inventory and Asset Management.

**4.4.1. Measure 1:** All computer-related equipment shall be accounted for in its appropriate “use” status. Contractor shall comply with internal inventory requirements for computer-related equipment.

**4.4.1.1. Surveillance:** The COR will perform periodic inspections to determine whether computer-related equipment is properly accounted for and inventoried accurately.

**4.4.1.2. Acceptable performance level:** Computer-related equipment inventory accuracy shall be maintained with not more than two (2) discrepancies per month.

**4.4.1.3. Penalty:** 2%

**4.4.2. Measure 2:** Ensure equipment being repaired or replaced by the vendor is conveyed to the appropriate Hand Receipt Holder or Accountable Property Officer. Ensure disposed equipment is done so in accordance with current DLA Information Operations policy and guidance.

**4.4.2.1. Surveillance:** The COR will perform periodic inspections to determine whether equipment removed from service is disposed of properly, and that equipment for repair or replacement has been reported properly.

**4.4.2.2. Acceptable performance level:** Not more than two (2) repair or replacement discrepancies per month.

**4.4.2.3. Penalty:** 2%

**5.0.0. The table below summarizes the performance factors, APL’s, and penalties.**

<b>Surveillance Activity Checklist- summary table</b>					
<b>Category</b>	<b>Performance metric / Evaluation Factor</b>	<b>Goal</b>	<b>Acceptable Performance level (APL)</b>	<b>Surveillance method(s) used to determine performance level</b>	<b>Monthly penalty / deduction if APL is not met</b>
IT Support	Provide timely support to customers.	100%	At least 95% of incident calls received during the hours of operation stated in the PWS section 2.1 are responded to within the stated time limits.	Periodic inspections	2%
	Timely completion of assigned projects and tasks.	All Projects / tasks completed within designated time frame	At least 90% of assigned projects / tasks are completed by due date.	Periodic inspections	2%
	Required documentation / reports	Submitted on time	98% of documentation / reports are submitted to the COTR within 5 days of project / task completion	Periodic inspections	1%
	Closing incident tickets	Close all completed tickets	98% of incident tickets shall be closed within 1 hour of issue resolution	Weekly reports from the designated Incident Ticket Tracking System	2%

	Inventory accuracy	100% inventory accuracy	Not more than 2 discrepancies per month	Periodic inspections	2%
	Repair/replace reporting	100% recorded / disposed properly	Not more than 2 discrepancies per month	Periodic inspections	2%

#### **6.0.0. Documentation**

**6.0.1.** The COR will, in addition to providing documentation to the KO, maintain a complete Quality Assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government's performance of the quality assurance function, including the originals of all Surveillance Activity Checklists. All such records will be retained for the life of this contract. The COR shall forward these records to the KO at termination or completion of the contract.